

IBMhq Test Case Execution Report

Test Case Name:Add Attachment - 1

Requirement Name: CX

Execution Start Time:2020-08-03 22-30-40

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
20	19	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass

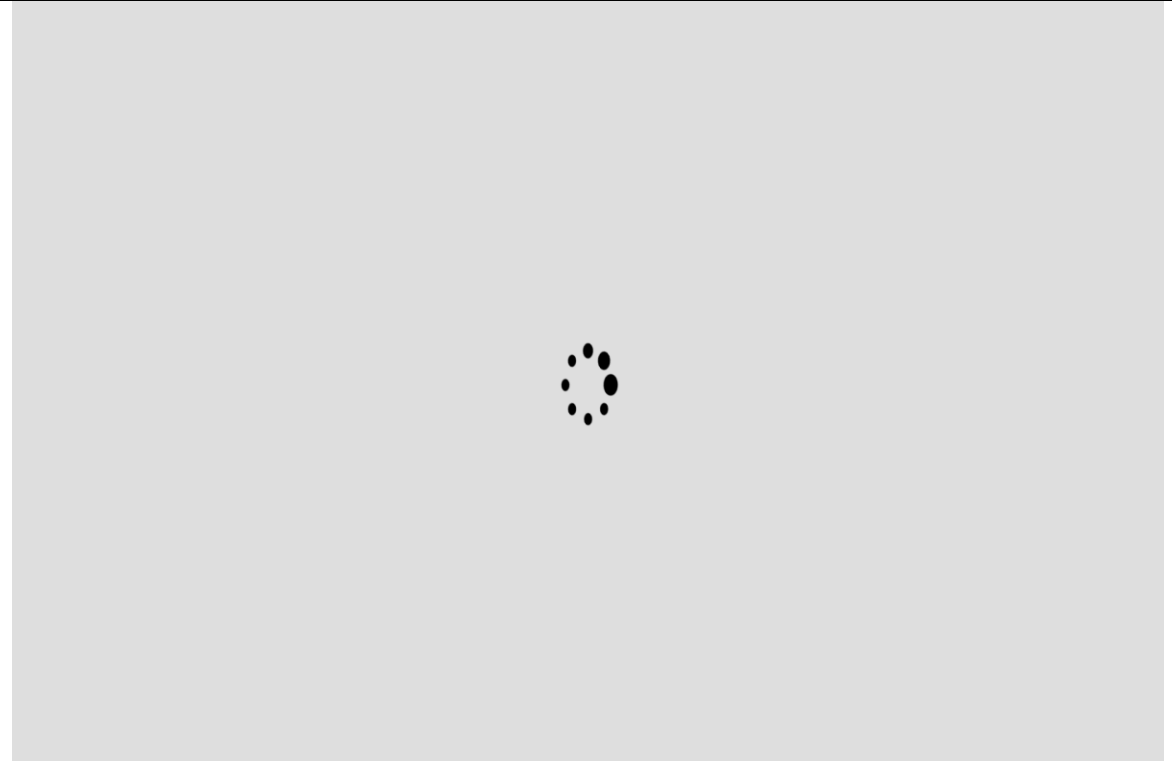


ORACLE
SERVICE CLOUD

Username
sysagent

Password

[Login Help](#) [Login](#)

Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass



Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: The Element: OpenRecord is double clicked

Status: Pass

ORACLE Service Cloud

Reference # 🔍 🏠 ★ + 👤 SA

Incidents

🔍 Search ↻ Refresh 🔄 Reset 📁 Open ▾ 📄 New ▾ 🖨️ Print ▾ 📄 Copy ▾ 📄 Assign ▾ 📄 Propose ✕ Delete 📌 Bookmark ⋮

Subject	Status	Full Name	Queue	Date Last Updated ▾	Reference #	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:43 PM	200730-000077	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:33 PM	200730-000074	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:28 PM	200730-000072	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:24 PM	200730-000070	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:15 PM	200730-000067	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 10:12 PM	200730-000063	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 09:52 PM	200730-000061	
how this product works, ab92547 product is not functioning properly	Open	Minhaj Ameen		07/30/2020 04:07 PM	200730-000004	
FishPhone not working	Open			07/27/2020 05:28 PM	200727-000000	
Covid 19 Migrant Issue for digan ram	Open	Suramyia Paul		04/30/2020 11:44 PM	200430-002076	

992 Records

Step No:8

Step Description: ClickAttachment

Expected Result: ClickAttachment

Actual Result: element not interactable

(Session info: chrome=84.0.4147.105)

Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'

System info: host: 'ANITTALA', ip: '9.102.47.93', os.name: 'Windows 10', os.arch: 'amd64', os.version: '10.0', java.version: '13.0.1'

Driver info: org.openqa.selenium.chrome.ChromeDriver

Capabilities {acceptInsecureCerts: false, browserName: chrome, browserVersion:

84.0.4147.105, chrome: {chromedriverVersion: 83.0.4103.39 (ccbf011cb2d2b...,

userDataDir: C:\Users\ABHIRA~1\AppData\L..., goog:chromeOptions: {debuggerAddress:

localhost:53859}, javascriptEnabled: true, networkConnectionEnabled: false,

pageLoadStrategy: normal, platform: WINDOWS, platformName: WINDOWS, proxy: Proxy(),

setWindowRect: true, strictFileInteractability: false, timeouts: {implicit: 0, pageLoad:

300000, script: 30000}, unhandledPromptBehavior: dismiss and notify,

webauthn:virtualAuthenticators: true}

Session ID: 4ea9a468f18404bfcf921f5493beebeb

Status: Fail

